HELP’s Response to COVID-19

During this unprecedented time of the COVID-19 global health crisis, HELP’s highest priority is maintaining a safe and healthy environment for students, staff, and the community while continuing to deliver quality Academic English courses. HELP administration has been closely following guidelines by local and federal authorities and has taken action quickly to respond to such recommendations.

In response to the COVID-19 situation, HELP has taken the following actions:

- Since February 2020:
  - Enhanced cleaning and disinfecting of all common areas including HELP classrooms, student lounge, student computer lab, and bathrooms
  - Frequent reminders to students and staff members regarding CDC guidelines for proper hygiene and self-care, in English and translated into languages of our highest populations of students, in various formats: verbal, visual, and written
  - Provided easy access to hygiene supplies such as hand sanitizer in all common areas
  - Revised sickness reporting requirements and increased monitoring of student absences

- Since March 16, 2020:
  - Following UH President Lassner’s announcement regarding the UH campus moving to online delivery of courses, swiftly instituted online course delivery for HELP students
  - Established platform standards for all HELP courses to streamline online course delivery
  - Created clear instructions and procedures for installing and utilizing platforms for students, in English and translated same into languages of highest populations of students
  - Increased inventory of technological equipment such as laptops and established borrowing procedures for students in need of devices
  - Conducted and participated in video conferencing and LMS training sessions for instructors
  - Established opportunity for instructional staff to work remotely, and provided adequate socially distanced space for instructors to continue to teach from campus facilities as needed
  - Moved Front Office operations to remote services starting March 27, 2020

In moving to online courses, and in response to the State of Hawaii’s Stay at Home/Work at Home orders, HELP is also working to establish activities and opportunities to address the mental health and well-being of our students in these difficult times. We are sensitive to the stress that can be caused by social isolation, especially while away from their home countries, and are developing strategies and resources for students to manage those potential issues.

HELP continues to monitor the evolving situation closely and will establish additional measures as needed to ensure safety for our stakeholders.

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